DOCUMENT RESUME

ED 099 748 CG 009 422

AUTHOR	Bryer, James
TITLE	1968-1973: A Trend Analysis. Student Development Report, Volume 11, No. 5, 1973-74.
INSTITUTION	Colorado State Univ., Ft. Collins. Univ. Counseling Center.
PUB DATE	74
NOTE	36p.
AVAILABLE FROM	University Counseling Center, Colorado State University, Fort Collins, Colorado 80521
EDRS PRICE	MF-$0.75 HC-$1.85 PLUS POSTAGE
DESCRIPTORS	*Counseling Centers; Counseling Effectiveness; *Program Evaluation; Research Projects; *Student Needs; *Trend Analysis; Universities
IDENTIFIERS	*Colorado State University

ABSTRACT

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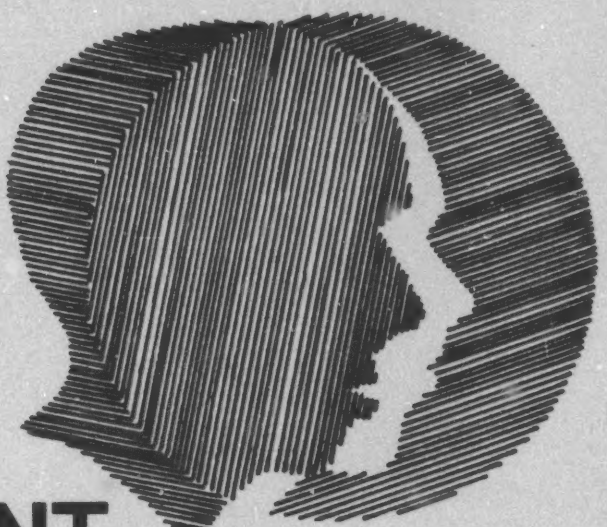

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The cover depicts man's striving toward unity of personality, represented by the magic circle, or mandala.

ED 099748

1968 - 1973: A TREND ANALYSIS

By

James Bryer

Colorado State University

Student Development Report

Vol XI, No. 5, 1973-74

ABSTRACT

Colorado State University Counseling Center (UCC) direct service activities over the last five years were reviewed. The variables examined were: number of clients seen, client load by quarter, number of interviews per client, clients' type of problem, sex, class, college and marital status. Results indicated that UCC doubled its client load during the period reviewed. It was demonstrated that the UCC client population differs from the Colorado State University population with respect to the variables of sex, marital status, class and college. Implications of findings were discussed. Questions of possible student needs were raised; issues for further study were pointed out; recommendations were made.

1968 - 1973: A TREND ANALYSIS

A common theme in recent literature on college counselors and college counseling centers is the need for data gathering and agency self-assessment. In their counseling center model, Morrill, Ivey and Oetting (1968) describe a dynamic agency set up to continually monitor itself and modify its approach in response to informational feedback provided by an evaluation team. Morrill and Hurst (1971) echo the same theme.

> "It is only through continued assessment and evaluation of its own functions that an institution can adapt and change to meet the changing needs and improve its efforts to attain specific goals (p. 94)."

To help meet this need for informational feedback and agency accountability, the present research was designed to examine Colorado State University Counseling Center (UCC) direct service activities and possible trends over the last five years. The study focused on the following variables: number of clients seen, client load by quarter, number of interviews per client, type of problem, proportion of males and females seen, proportion by class, proportion by college, and proportion by marital status. It was anticipated that the data gathered could be used not only for accountability purposes to assess the past but also as a base on which to plan for the future.

METHODOLOGY

Existing UCC records from 1968 - 1973 supplied the raw data used in this research. More specifically, the data were obtained from quarterly computer printouts containing information from client Application for Service forms and UCC Case Closing forms. Common arithmetic operations were then employed to arrive at totals, means and percentages descriptive of UCC trends. To compare these trends with those in the University community, University statistics were obtained from the Office of the Registrar

and totals, means, and percentages were calculated. The results of these operations follow.

RESULTS and DISCUSSION

Results of the study are organized according to the variables examined: number of clients seen each year, quarterly trends in client load, number of interviews per client, type of problem, proportion of males and females seen, proportion by class, proportion by college, and proportion by marital status.

In this research the term "client" refers to those persons who go through the formal UCC intake process and are served in a direct way by UCC staff. Included here are those students seen for individual, group, or vocational counseling, those attending Career Development Groups, and those attending counseling center based Communications Skills Workshops. Excluded are students indirectly served through outreach programs such as the dormitory based Communications Skills Workshops, Life Planning Workshops, Student Couples Workshops, Star Power, Micro-counseling and Human Relations Training. Thus, this research is limited to that population directly served and labeled "client."

Number of clients. The number of UCC clients seen in a school year was derived from a summation of the number seen each quarter of that year. Since some clients are seen during more than one quarter, this figure does not assess the number of different people served during an academic year but rather the grand total of the quarterly totals. Similarly, it is impossible to get at the total number of different students who attended Colorado State University (CSU) in a given year. Statistics throughout the University are kept by quarter, not by year. The University practice is to quote the Fall Quarter statistics as the total University enrollment.

Table 1 shows that University enrollment decreases after Fall Quarter. Thus, UCC and CSU totals tend to err somewhat in the positive direction.

Table 1

CSU Enrollment by Quarter

	Fall	Winter	Spring	Summer
1968-69	15,361	14,530	14,164	5,281
1969-70	16,252	14,922	14,500	5,573
1970-71	17,045	15,756	15,166	6,076
1971-72	17,608	15,943	14,623	5,744
1972-73	16,656	15,595	14,897	5,052
1973-74	16,860			
Average	16,584.4*	15,349.2	14,670.0	5,545.2

*Average does not include Fall, 1973. With Fall, 1973, $\bar{x}$ = 16,630.3

Table 2 illustrates that between the academic years 1968-69 and 1970-71, UCC dramatically increased (more than doubled) the annual number of clients served, from 875 to 1,778. During the same period CSU enrollment increased slightly from 15,361 to 17,045. Thus, the percentage of the CSU population serviced by UCC nearly doubled (see Table 2 and Figure 1). Since 1971 both CSU enrollment and UCC client load have decreased somewhat, but the percentage of students served remained about the same (see Table 2 and Figure 1). Overall in the last five years UCC has been of direct service to 8.66% of the CSU population. In the years since 1970, the percentage is 9.99%.

The overall increase in UCC client load since 1968 does not hold true for Summer Quarter. The number of clients seen during the 5 Summer Quarters from 1969 to 1973 were: 103, 100, 160, 117, and 102 respectively.

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Table 2

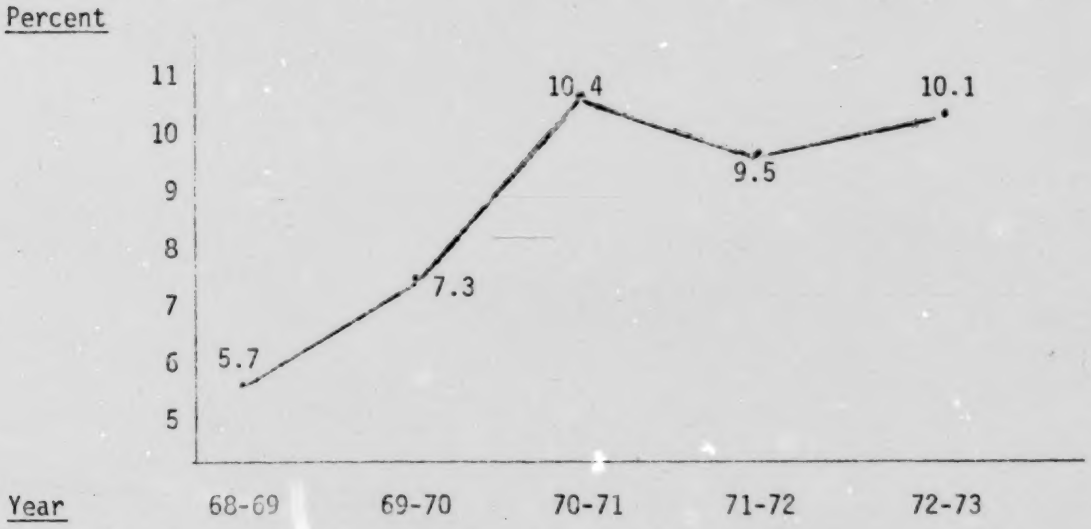
Annual UCC Client Load With

Percentage of CSU Population Served

	UCC Client Load	CSU Enrollment	Percentage
1968-1969	875	15,361	5.7%
1969-1970	1,184	16,252	7.3%
1970-1971	1,778	17,045	10.4%
1971-1972	1,671	17,608	9.5%
1972-1973	1,677	16,656	10.1%

Figure 1

Percentage of CSU Population Served



Client load by quarter. Both CSU enrollment totals (see Table 1) and UCC client loads (see Table 3) fell into stable but different quarterly patterns. In each of the five years reviewed CSU enrollment decreased from Fall to Summer. On the other hand, UCC client load tended to increase from Fall to Winter ($\bar{x}$'s = 401 and 118). Table 3 shows that the greatest

number of clients were seen during Winter Quarter in every year except 1971-72, while Spring Quarter showed fewer clients than Fall in every year but two; in those two years the totals were close. Figure 2 graphically illustrates the CSU and UCC quarterly trends.

Table 3

UCC Client Load by Quarter

	Fall	Winter	Spring	Summer	Total
1968-69	244	269	259	103	875
1969-70	319	460	295	110	1,184
1970-71	547	562	509	160	1,778
1971-72	573	534	447	117	1,671
1972-73	476	602	497	102	1,677
1973-74	513				
Average	431.8*	485.4	401.4	118.4	1,437.0

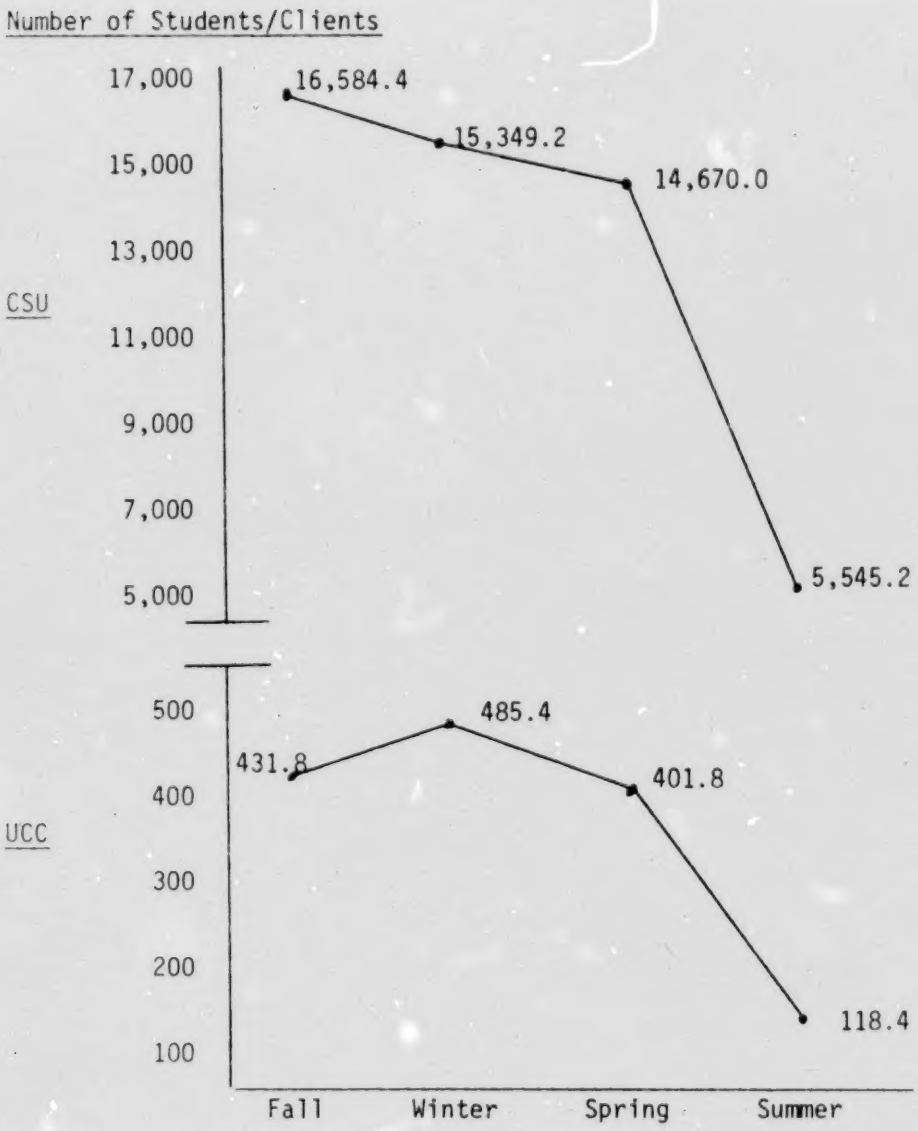
*Average does not include Fall, 1973. With Fall, 1973 $\bar{x}$ = 445.3.

Interviews per client. The statistic for this variable was obtained for a given quarter by dividing the total number of regular sessions by the number of clients seen. It should be noted that this figure does not include the initial screening interviews called intakes nor does it give full credit to UCC for clients seen in a group situation. For example, if seven clients were seen for seven group sessions, this would be tabulated as one session per client rather than seven. Thus, the figures reported indicate administratively useful figure of counselor hours per client, not the average number of times each person was seen.

By examining Table 4 one can see the grand mean number of sessions per client over the last five academic years, as well as the yearly and quarterly averages.

Figure 2

CSU and UCC Trends by Quarter*



*Averaged quarterly totals for academic years 1968-69 to 1972-73
Does not include Fall, 1973.

Table 4

UCC Average Number of Interviews per Client by Quarter and Year

	Fall	Winter	Spring	Summer	Average
1968-69	3.3	3.4	2.8	2.5	3.09
1969-70	2.9	2.1	2.1	2.9	2.39
1970-71	4.0	4.0	4.8	3.6	4.19
1971-72	2.2	3.4	3.4	3.7	3.01
1972-73	2.8	3.3	3.1	3.2	3.09
1973-74	2.6				
Average	3.02*	3.27	3.41	3.23	3.23**

*Average does not include Fall, 1973. With Fall, 1973, $\bar{x} = 2.94$

**Average does not include Fall, 1973. With Fall, 1973, $\bar{x} = 3.19$

Two of the yearly averages, 1969-70 (2.39) and 1970-71 (4.19) differ from the grand mean of 3.23. In general, for those two years, averages by quarter were lower and higher, respectively, than those for other quarters. However, in looking at the overall pattern of annual averages, no discernable trend toward fewer or more sessions per client is apparent. If anything, the number of sessions per client remains close to 3.0.

In examining the averages by quarter (Table 4), obvious trends are hard to find. The overall average number of sessions gradually increases from Fall to Spring Quarter (3.02, 3.27, 3.41, respectively) then drops to 3.23 for Summer Quarter. However, in examining the quarterly averages on an individual basis by year, this trend is not at all consistent.

One possible trend concerns Fall Quarter. For the three most recent Fall quarters, 1971-1973, scores appreciably lower than the grand mean are found. This may suggest an emerging tendency toward fewer interviews per session during Fall Quarter. More data will need to be gathered before this trend can be verified.

Type of problem. The Type of Problem dimension was dichotomized into two categories: Vocational-Educational (voc. ed.) and Personal-Social. Until Spring, 1971, counselor diagnosis was the criterion used. Since then, counselor diagnosis as such has ceased to appear on quarterly computer printouts. However, tabulations from the Missouri Diagnostic Classification System, on which clients state their reasons for coming, do appear. This information was then used to determine type of problem.

Table 5 provides overall summary of results, as well as breakdown by year and by quarter. Overall, a majority of UCC clients have been seen for personal-social (53.8%) concerns rather than for voc. ed. (46.2%) problems.

A percentage of response figure is provided in Table 5, since for some clients either no diagnosis was recorded or reasons for coming were not specified on the Missouri Diagnostic Classification form. Overall, this percentage is 77.6. Looking at school years 1968-69 through 1971-72, one can see that while annual percentages of response vary greatly (from 59-100%), the percentages in the type of problem categories remain stable. While no firm conclusions can be drawn, this fact does suggest that the percent responding, though less than 100%, is fairly representative of UCC client population.

Staying with the percent responding by year, it can be seen that this figure has declined since its 1971-72 peak. The Fall 1973 percentage of response (44.3%) is quite low. Should this trend toward fewer responses continue, the data gathered on this dimension will become increasingly less useful.

The school year 1972-73 showed a higher percentage of voc. ed. clients than did previous years. The Fall 1973 voc. ed. percentage is higher than the overall average for Fall quarters. This recent increase may be idiosyncratic, due to a non-representative sample (less than 75% response rate),

Table 5

ANNUAL AND QUARTERLY BREAKDOWN OF UCC CLIENT LOAD

ACCORDING TO TYPE OF PROBLEM

By Year	Percentage of Vocational Education	Percentage of Personal Social	Percentage Responding
1968-69	44.7	55.3	60.3
1969-70	46.7	53.3	59.6
1970-71	45.3	54.7	90.4
1971-72	43.8	56.2	100.0
1972-73	49.2	50.8	73.1
Fall '73	59.5	40.5	44.3
By Quarter			
*Fall	51.5	48.5	73.7
Winter	46.8	53.2	70.7
Spring	42.1	57.9	91.2
Summer	37.4	62.6	77.7
**Overall	46.2	53.8	77.6

*Includes Fall, 1973. Without Fall, 1973, Voc. Ed. = 50.5; Pers. Soc. = 49.5

**Includes Fall, 1973. Without Fall, 1973, Voc. Ed. = 45.7; Pers. Soc. - 54.3

Table 6

UCC CLIENT LOAD ACCORDING TO TYPE OF PROBLEM:

DETAILED BREAKDOWN

	Percentage of Vocational Educational	Percentage Personal Social	Percentage Responding
1968-69			
F	51.1	49.9	54
W	52.5	47.5	37
Sp	34.3	65.7	83
Su	41.0	59.0	47
1969-70			
F	66.2	33.8	44
W	54.9	45.1	35
Sp	36.3	63.7	100
Su	37.3	62.7	68
1970-71			
F	48.2	51.8	87
W	43.7	56.3	97
Sp	48.3	51.7	88
Su	38.2	61.8	85
1971-72			
F	48.4	51.6	100
W	45.1	54.9	98
Sp	38.6	61.4	100
Su	35.5	64.5	100

Table 6 (continued)

	Percentage Voc. Ed.	Percentage Pers. Soc.	Percentage Responding
1972-73			
F	50.4	49.6	88
W	48.6	51.4	63
Sp	50.7	49.3	75
Su	34.0	66.0	49
Fall, 1973	59.5	40.5	44.3
Overall	46.2	53.8	77.6

or it may be a preliminary indicator of an emerging trend suggesting an increased need for voc. ed. services at UCC.

Looking at the overall percentages by quarters (Table 5), the trend is unmistakable. Fall quarter showed the greatest percentage of voc. ed. clients, 51.5%. The percentage steadily declined to 46.8 for Winter, 42.1 for Spring, and 37.4 for Summer. This trend seems to be consistent over the years examined. For example, in every year Fall quarter consistently showed a high percentage of voc. ed. clients. For a more detailed breakdown of the type of problem by quarter, refer to Table 6.

The higher percentage of Fall quarter voc. ed. complaints may also be related to the observation that the number of sessions per client has been fewer for recent Fall quarters. The number of sessionsvariable may have further relevance here. Since vocational-educational counseling is rarely long term, it might be expected that fewer voc. ed. than personal-social clients would be carried over from one quarter to the next. Thus, as the year progresses, with less frequent termination of personal-social clients, a buildup in their numbers could be anticipated.

Proportion of males to females. Fortunately, the response rate on this discreet variable was near perfect. Also, accurate University data were available so that proportional comparisons could be made.

Overall, during the last five years a majority (51.3%) of the UCC client population has been female, while during the same period the proportion of females in the University averaged at 39.4% (see Table 7). It appears that UCC services tend to be used more by women than by men.

Looking at annual trends in Table 7, the reader can see that while the percentage of females at CSU has steadily increased, the proportion of female UCC clients decreased from 1968 to 1971, but has increased steadily since then. Thus, the proportion of females at UCC and CSU seems to be on the rise.

Table 8

Proportion of Male and Female UCC Clients by Quarter

	Male	Female
Fall*	48.9	51.1
Winter	49.3	50.7
Spring	47.1	52.9
Summer	50.1	49.9
TOTAL**	48.7	51.3

*Includes Fall, 1973. Without Fall, 1973, Male = 49.7; Female = 50.3

**Includes Fall, 1973. Without Fall, 1973, Male = 48.9; Female = 51.1

That the two variables are not crossed in UCC data collection processes is indeed unfortunate. Table 5 shows a very high percentage of vocational-educational problems for Fall, 1973. In comparison to other years and quarters, Fall, 1973, showed the highest proportion of female UCC clients (Table 7). It would be interesting to examine whether or not there is an increased usage of UCC vocational-educational services by females.

Class. Table 9 gives the overall and annual percentages by class of UCC clients and CSU students. A stable trend is evident. Compared to CSU the UCC client population is made up of proportionately fewer graduate students, freshmen, and seniors. For sophomores and juniors the reverse is true. This trend is consistent over the five years studied and is especially pronounced for sophomores and graduate students.

In looking at UCC figures alone, several other trends can be noted. First, since the 1969-70 school year the proportion of non-students served by UCC has dropped markedly. Second, in all but two years the highest percentage of UCC clients were sophomores. Third, except for 1972-73, the proportion of freshmen seen at UCC has steadily increased during the years

Table 9

Percentages of UCC Clients and

CSU Students by Class

	Frosh	Soph.	Jun.	Sen.	Grad.	Non-student
1968-69						
UCC	17.9	27.9	23.0	17.9	6.8	6.4
CSU*	23.2	21.4	19.5	18.2	16.7	---
1969-70						
UCC	18.4	27.3	25.9	13.7	8.0	9.2
CSU*	22.7	20.3	21.5	18.6	16.1	---
1970-71						
UCC	22.2	28.1	22.1	19.9	7.3	.7
CSU*	22.8	20.1	18.9	21.3	13.8	---
1971-72						
UCC	25.0	22.9	20.5	19.6	10.2	1.9
CSU*	25.7	20.2	18.3	20.4	14.4	---
1972-73						
UCC	19.9	21.9	22.9	21.8	8.6	2.2
CSU*	23.9	20.7	19.3	23.0	13.1	---
Fall 1973						
UCC	24.5	30.2	22.9	15.5	5.8	1.2
CSU	27.1	18.8	19.4	21.8	12.9	---
Overall						
UCC	21.4	25.5	22.7	18.8	8.2	3.4
CSU*	23.7	20.5	19.5	20.4	14.8	---

*Does not include summer quarter(s)

surveyed. During the 1970-71 and 1971-72 academic years the proportion of UCC freshman clients nearly matched the CSU freshman percentages.

A possible explanation for the increasing proportion of freshman clients is that in recent years greater efforts have been extended to make students aware of UCC services earlier in their college careers. Table 10 examines the proportions of freshmen at UCC and CSU. While disproportionately fewer freshmen visit UCC during Fall Quarter, by Winter and Spring the proportion matches that of the University. This increase could be due in part to greater awareness of, and trust in, UCC services.

During Summer Quarter the UCC proportion of freshmen exceeded the CSU percentage (Table 10). The Summer Quarter comparison is difficult to interpret in terms of an increasing awareness hypothesis. First of all, the CSU datum represents only one quarter. Secondly, for many of the freshmen, Summer Quarter is their first at CSU; for others, their third or fourth quarter.

Table 10

Proportion of Freshman by Quarter at UCC and CSU

	Fall*	Winter	Spring	Summer
UCC	22.0	22.4	22.8	9.1
CSU	25.7	22.9	22.6	4.8**

*Includes Fall, 1973; Without Fall, 1973, UCC = 21.4%; CSU = 25.4%

**Summer, 1972, only. The CSU breakdown by class was available for this quarter only.

Overall, though, a fairly stable trend appears to emerge. During Fall Quarter (when CSU dropout rate is highest for freshmen) proportionately fewer freshmen visit UCC. Proportionately, more freshmen make use of UCC during Winter and Spring Quarters and reaches a peak during the sophomore year. A steady tapering off begins with junior year until at the graduate

school level, the UCC proportion is just over half that of the University at large.

The tendency toward low UCC usage by graduate students was even more pronounced in Summer Quarter. On the average, from school years 1968-69 to 1971-72, nearly half (47.5%) of CSU summer quarter enrollment were graduate students. In comparison, 17.5% of the UCC summer quarter client load was graduate students.

College

Table 11 shows the proportion of UCC clients by college as compared with the proportions in the University at large. It should be noted from the table that for the first two academic years surveyed, the College of Humanities and Social Sciences (HSS) and the College of Natural Sciences (NS) are lumped together, since they were not separately recorded in UCC records.

Overall tabulations indicate that the proportion of UCC clients from HSS and NS (41.3 and 24.7, respectively) considerably exceeded the CSU proportions of 34.7 and 15.2, respectively. UCC served the College of Home Economics in proportion to its CSU enrollment. Compared to CSU proportions, the UCC proportion of Veterinary Medicine clients was somewhat lower, while the proportions of UCC clients from the Colleges of Agriculture, Engineering, Forestry, and Business was considerably lower. In the Agriculture and Engineering Colleges the UCC proportions were half those of CSU. Except for the College of Home Economics and some minor fluctuations with the other colleges, the trends reported above were surprisingly stable over the years examined. Thus, it appears that the counseling center was less often used by those students in the male-dominated colleges. On the other hand, two-thirds of UCC clients were from HSS and NS which make up one-half of the university population.

Table 11

Percentages of UCC Clients and

CSU Students by College

	Hum. & S.S.	Nat. Sc.	Agr.	Engr.	Forest.	Home Ec.	Vet.	Bus.
1968-69								
UCC		68.9	3.8	3.5	4.1	5.5	5.5	8.1
CSU		50.5	5.2	8.4	7.8	6.8	6.6	10.9
1969-70								
UCC		74.1	2.3	4.5	3.9	3.8	5.1	7.5
CSU		50.0	5.2	8.3	7.7	7.0	7.0	11.0
1970-71								
UCC	41.9	24.5	2.4	3.4	4.4	7.7	6.2	9.6
CSU	34.5	15.0	4.9	7.9	7.7	7.4	6.9	10.2
1971-72								
UCC	40.1	26.3	1.6	3.4	5.1	9.2	7.4	7.0
CSU	36.2	15.7	4.9	7.8	8.8	8.4	8.0	10.4
1972-73								
UCC	39.9	24.5	3.3	2.8	5.8	11.7	6.5	5.5
CSU	35.2	15.5	5.3	6.1	9.6	10.0	8.4	10.0
Fall, 1973								
UCC	40.5	21.4	2.8	2.8	7.0	11.2	6.8	7.4
CSU	33.0	14.1	6.0	6.2	11.4	10.1	9.0	10.2
Overall								
UCC	41.3*	24.7*	2.6	3.4	5.0	8.4	6.3	7.5
CSU	34.7	15.2	5.2	7.4	8.8	8.3	7.7	10.5

*From Spring, 1970 until present

Marital Status

CSU and UCC records of marital status were available only from 1970 on (see Table 12). The CSU data was obtained by simply asking each student to check either "married" or "single." The University uses Fall Quarter enrollment statistics to indicate annual percentages.

Table 12

Percentages of UCC Clients and CSU Students by Marital Status

	Single	Married
1970-71		
UCC	84.6	15.4
CSU	76.5	23.5
1971-72		
UCC	85.1	14.9
CSU	76.2	23.8
1972-73		
UCC	85.4	14.6
CSU	81.5	18.5
Fall, 1973		
UCC	90.0	10.0
CSU	81.8	18.2
Overall		
UCC	85.5	14.5
CSU	79.0	21.0

Conversely, UCC data in Table 13 made use of marital status information gathered from all four quarters. For comparison purposes, the UCC data was condensed into married and single categories. UCC categories of single, divorced, and widowed were labeled single. Married and separated students were classified as married. Since the overall percentage of divorced, separated and widowed UCC clients total to less than 4%, relatively few

clients were reclassified. It seems unlikely that this condensation would render the data misleading.

Table 13

Percentages of UCC Clients by Marital Status by Quarter*

	Single	Married
Fall	86.3	13.7
Winter	85.6	14.4
Spring	86.4	13.6
Summer	71.1	28.9
Total	85.5	14.5

*Academic years 1970-71 to 1972-73

The overall comparison shown in Table 12 indicates that the proportion of married students seen at UCC was appreciably less than their proportion at CSU. This holds true for each year surveyed. However, the proportions were closer during the 1972-73 school year than during the other years.

The proportion of single CSU students increased markedly between 1971-1972 and 1972-1973 from 76.2 to 81.5 percent. The proportion of UCC single clients remained steady during that period but jumped by a similar percentage during Fall Quarter, 1973.

Table 13 indicates UCC overall percentages by quarter. It is apparent that while the proportions of single and married clients remains stable for Fall, Winter and Spring Quarters, the percentage of married student clients doubles during the Summer Quarter. University statistics are not available on Summer Quarter for comparisons. However, since nearly half of Summer Quarter students are at the graduate level, it might be expected that more of the Summer Quarter CSU enrollment would be married.

"Typical" Client

As a review of results, but with some tongue in cheek, it might be helpful to construct the model UCC client. She is a sophomore, single, from the College of Humanities and Social Sciences, who comes to UCC during Winter Quarter and is seen for 3.23 sessions for a personal-social problem.

IMPLICATIONS

The present study was designed as a simple, descriptive look at University Counseling Center activities and trends in recent years. No statistical tests of significance were performed. It was decided rather to look for meaningful, rather than statistical, differences. While the parameters of "meaningful" are left up to the reader, the author has selected the following results as having potential implications for UCC operation:

1. The number of clients seen at UCC doubled between 1968 and 1971. Similarly, the proportion of the CSU population directly served nearly doubled to more than 10%. This increase raises important questions. Are CSU students needing more help? Are they experiencing more intrapsychic conflict? More environmental stress? In a staff memorandum reporting on conversations with various CSU officials, Beauvais (1974) raises questions about a possible increase in internal conflict among students on this campus and others. He suggests that these pressures may be interfering with the normal development of the college student. From their research on the interaction between students and the CSU environment, Huebner, et al (1974) and Bohren (1973) found considerable dissatisfaction among students with the University environment. This could also be a source of stress leading students to perceive a need for counseling. It would seem imperative, then, that further investigation in this area be pursued.

2. During the same period of increasing client load, 1968-1971, UCC efforts in promoting outreach activities blossomed. Several new programs were developed. The investment of time and energy into outreach programs apparently did not inhibit the growth of direct service activities. In fact, it could be that UCC outreach programs resulted in heightened agency visibility and credibility and is at least partly responsible for growth in direct services.

3. The simultaneous expansion in both outreach and direct service areas raises questions about agency limits and priorities. Continued expansion in both areas without a concomitant increase in agency resources is not possible. Yet there is an ever-present client waiting list and the real possibility of increased pressures on UCC for more direct service. Creative and planful steps need to be taken to deal with this issue. It seems necessary to continually re-examine priorities, to consolidate duplicated services, and to abandon less useful programs. Ways to institute high quality but more efficient treatment procedures should be investigated. Agency limitations need to be recognized, adhered to, and dealt with.

4. Since the heaviest client loads typically occur during Winter Quarter, it may be appropriate to consider ways of adjusting agency commitments during that quarter. Perhaps extra staff time could be obtained or more agency time allotted for Direct Service.

5. The possible trends toward fewer clients and fewer sessions per client for Fall Quarter suggest that to be a good time for training workshops and efforts in areas such as research and consultation. Perhaps early Fall Quarter is especially appropriate.

6. The definite trend toward heavier vocational client loads during Fall and Winter Quarters indicates that more agency direct service hours should be alloted for Vocational work those quarters. This is true especially for Fall.

7. Similarly, a possible trend toward a recent increase in overall need for vocational guidance was reported. Recent research on student perceptions of CSU (Bohren, 1973) indicates that students do see a need for more and better vocational counseling. The implications here are several: First, more research is required to confirm the trend. Also, new ways to help students deal with vocational issues are needed. For example, a complete, up-to-date career library or information center is badly needed. Closer ties between UCC and the Career Services Center should improve the quality of career counseling and do away with duplication of services. Efforts presently underway to streamline and automate Career Development Groups should be continued and regularly evaluated.

8. Since the increase in vocational clientele is accompanied by a steadily increasing proportion of female clients, perhaps further study should be given to the possibility of an increased need for female vocational counseling. It may be that separate programs for women are needed to deal with the special kinds of problems that women face in this area (Vetter, 1973). Staff training may also be appropriate.

9. The fact that females tend to make more use of the Center has possible ramifications for UCC policy. Reasons for the disproportion could be examined. Perhaps greater efforts could be made to provide UCC services for males; e.g., to promote the idea that to seek counseling is a strong, healthy thing to do. On the other side of the coin, since females predominate in UCC usage, it may be important to investigate whether or not this group has special needs. If, services could be tailored to meet those needs; e.g., women's groups.

10. The result indicating peak UCC participation by sophomores with a steady decline thereafter suggests that there is an increased need for counseling during that period. Perhaps research into developmental issues

facing that group could be conducted with an eye to potential preventative or developmental programs. Morrill, et al (1968), for example, view most student problems as due to developmental interferences and inadequacies. They recommend programs which "create meaningful and valuable developmental tasks for individuals who need them in order to benefit from the environment in which they find themselves." Additional staff training in this area may also be appropriate.

11. CSU data indicate that Fall Quarter freshmen have the highest University drop-out rate. Yet this group makes less use of UCC services than would be expected from their numbers in the University. While there has been steady improvement in this area, perhaps more efforts should be made to increase new students' awareness of UCC service. It may be that the sophomore peak noted above is due in part to delayed mapping. Perhaps, during Preview, the UCC could make greater efforts to inform incoming students about UCC and what it can do for them.

12. Since UCC usage by students in Agriculture, Engineering, Forestry, Vet. Med. and Business is consistently lower than might be expected from their numbers in the University, it may be important to research the question "why?" Perhaps there is less need for our services there. Recent research (Huebner, et al, 1974) suggests that students in those colleges are somewhat more satisfied with the CSU environment. On the other hand, it could be that UCC credibility is low with those students.

13. The same issues could be raised for married students who use our services less. Are their needs less? Are some of their needs going unmet?

14. The increased proportion of married clients during Summer Quarter raises the possibility of steps being taken to help them deal with their problems. Instituting Student Couples Workshops during Summer Quarter might be timely.

15. As the author engaged in this research it became apparent that an immediate issue requiring attention is the UCC data collection procedure itself. The main recommendations here concern the area of recording and tabulating type of problem. First, the counselor diagnosis of personal-social or vocational-educational should be used. The Missouri Diagnostic Classification form is irregularly completed; thus, diagnosis data are incomplete and are growing more so.

Secondly, with the added step of dividing the other variables (sex, length of treatment, class, college, etc.) according to voc. ed. or personal-social diagnoses, a wealth of additional data could be obtained. Questions could be easily and more precisely examined, such as: Are there sex differences in type of problem? Are women asking for more vocational guidance? Are there some class levels or college related differences in presenting problem? What are the differences between voc. ed. and personal-social clients with respect to length of treatment? Presently, we can only surmise in these areas.

Third, some indication of severity of problem would also be useful. Beauvais (1974) and others have raised questions about a possible increase in severity of mental health problems on campus. This is an important question and requires further study.

A fourth recommendation is to tabulate sessions per client in two ways: the present way which serves the administrative function of examining man hours per client and a second way, more clinically appropriate, which would look at the number of times each client was seen. Other more technical recommendations in this area are being discussed with UCC personnel.

Summary

This paper has reviewed University Counseling Center direct service activities over the past five years in an effort to assess what has been

done to discover trends and to provide data on which plans for the future can be based. The variables examined were: number of clients seen, client load by quarter, number of interviews per client, type of problems, proportion of males and females, proportion by class, proportion by college, and proportion by marital status.

Overall, it was apparent that the University Counseling Center has taken impressive strides in providing more service to students and increasing its availability for meeting the mental health needs of the population. However, the UCC client population was shown to differ from the CSU population with respect to proportions by sex, marital status, class and college. Implications of findings were discussed. Questions of possible student needs were raised. It was suggested that certain areas of UCC functioning require further study and attention. Specific recommendations were made regarding the variables examined, as well as UCC data collecting procedures.

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